

CIT Customer Service Report for the Telecommunications Branch



For the period: Thursday, May 01, 2008 12:00:00 AM to Saturday, May 31, 2008 11:59:59 PM

Snapshot Date: 6/1/2008 7:30:10 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	2	0	0	0	0	0	1	0	0	1	3
Circuits	1	0	0	6	0	0	1	0	0	6	0
Conferencing	14	0	0	1	0	0	2	4	0	9	9
Coverage	1	0	0	0	0	0	0	0	0	1	5
DELPRO	7	0	0	168	0	0	100	6	0	69	0
General Info	27	0	0	2	0	0	1	10	0	18	11
New Request/Termination	2	0	0	3	0	0	4	0	0	1	1
Operator Services	2	0	0	1	0	0	1	2	0	0	4
Phones/Accessories	49	0	0	16	1	0	9	22	0	33	5
Repair	10	0	0	0	0	0	3	0	0	7	4
Repairs	44	0	0	418	0	0	29	28	0	405	0
Residential Services	0	0	0	2	0	0	0	0	0	2	0
TSR	61	0	0	434	1	0	156	46	0	292	1
User Change	1	0	0	1	0	0	0	0	0	2	6
Voice Mail	34	0	0	1	0	0	0	31	0	4	6
Grand Total:	255	0	0	1053	2	0	307	149	0	850	1

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AM

Total Tickets Closed:	999
Total Tickets Assigned/Pending/Checked Out:	309
Total Tickets Created:	1308